

Local Agency CC

2/4/16



Funding

- Regular Grant
 - Training money this year
- Operational Adjustment (“OA”)
- Infrastructure Grant
 - 2 this year (breastfeeding & outreach)
 - Will be able to apply for more soon
- Reallocation

Conference Funding

- Infrastructure grant this year- sponsoring conference
- *May* be able to fund all agency staff travel through this grant
- Also have \$ in your budget with conference as priority, other training after that
- Also have Peer Counselor \$ (at State) for PC & Sups
- Everyone who wants to go should be able to

New Employee Training

- March 21-23rd
- New or newish employees... or anyone interested and able
- Expect engagement at training
- Please come prepared (pre-work)
- Funding should be own budget (can use “training” money)

Vendor Update

- Compliance Buys
- Monitoring
- Price Survey
- Newsletter
- EBT!!

Admin Update

- Time Studies – deadline tomorrow!
- Civil Rights
 - As a reminder, for new staff (there are a couple of you) you must complete civil rights training upon hire and then annually.
- Medicaid Expansion
 - The expansion is 138% of poverty level, so it shouldn't effect WIC eligibility. If a participant has a Blue Cross Blue Shields card, you can still verify eligibility is SIS

EBT Update!!

- Completed Phase I!
- Still on track to pilot February 2017, rest of state May 2017
- First EBT Working Group Call with Vendors
- UPC Collection
- Testing SPIRIT for EBT functionality
- More to come at the Spring Meeting...

Nutrition Update

- Infant Bloodwork @ 9 months
- Risk Codes
- Planning for webinars
- Formula Updates (next Slide)

Formula Update

- Neosure label change
- Alimentum SIZE change!!!

WIC QI Project

2015-2016



Purpose

The Montana WIC program currently partners with 27 local WIC agencies.

Montana WIC elected to assess and improve the working relationships between the state office and the 27 local WIC agencies.



Methodology

- Online Survey
 - Questions were a combination of multiple choice, short answer and Likert scale.
 - Anonymous online survey via Survey Monkey
 - Sent to all local WIC employees with known email addresses (131 employees).
 - Survey ran from December 7th - 23rd
- Phone Survey
 - Questions were short answers
 - Goal of 3 large agencies, 4 medium agencies, and 6 small agencies
 - Clinics chosen were randomly picked by Epidemiologist
 - Phone survey was completed by Epidemiologist; participants were kept confidential



Response Rates

- Online Survey
 - Completed by 100 local WIC employees (76% completion)
 - Highest completion rate was in the first two days
 - Plateaued until reminder email sent out

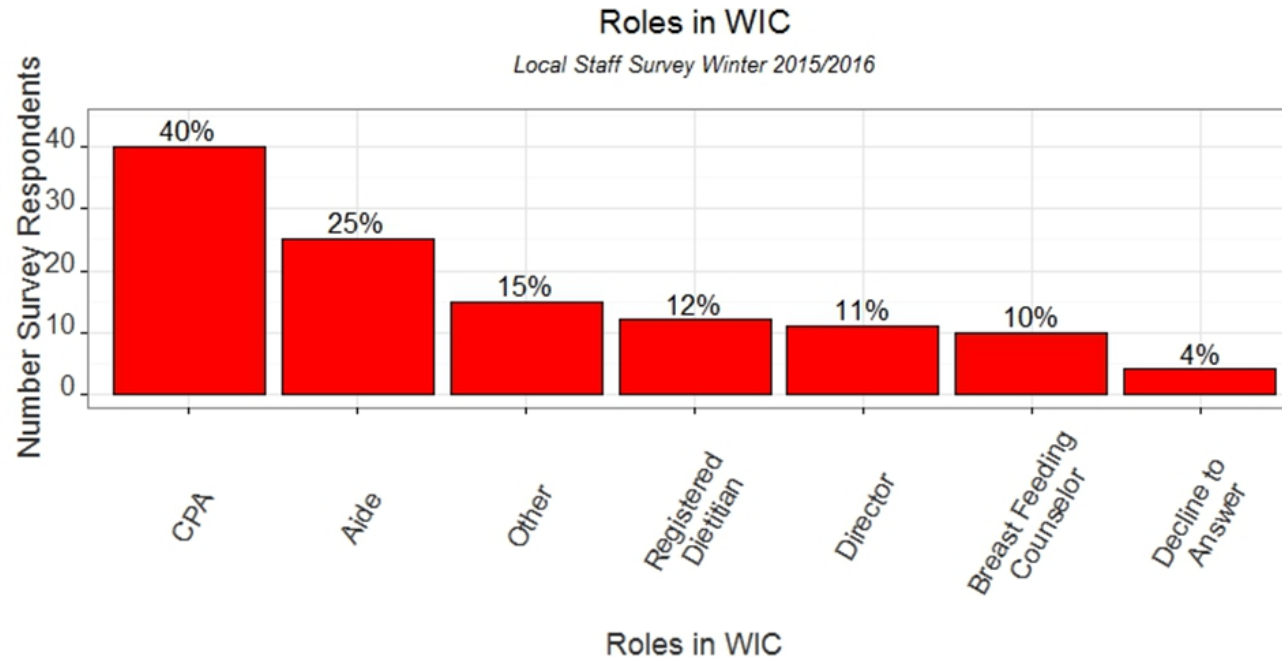


	Number of Clinics	Number Invited to Interview	Number of Interviews
Large	5	3	3 (100% Response Rate)
Medium	9	9	6 (67% Response Rate)
Small	13	12	8 (67% Response Rate)



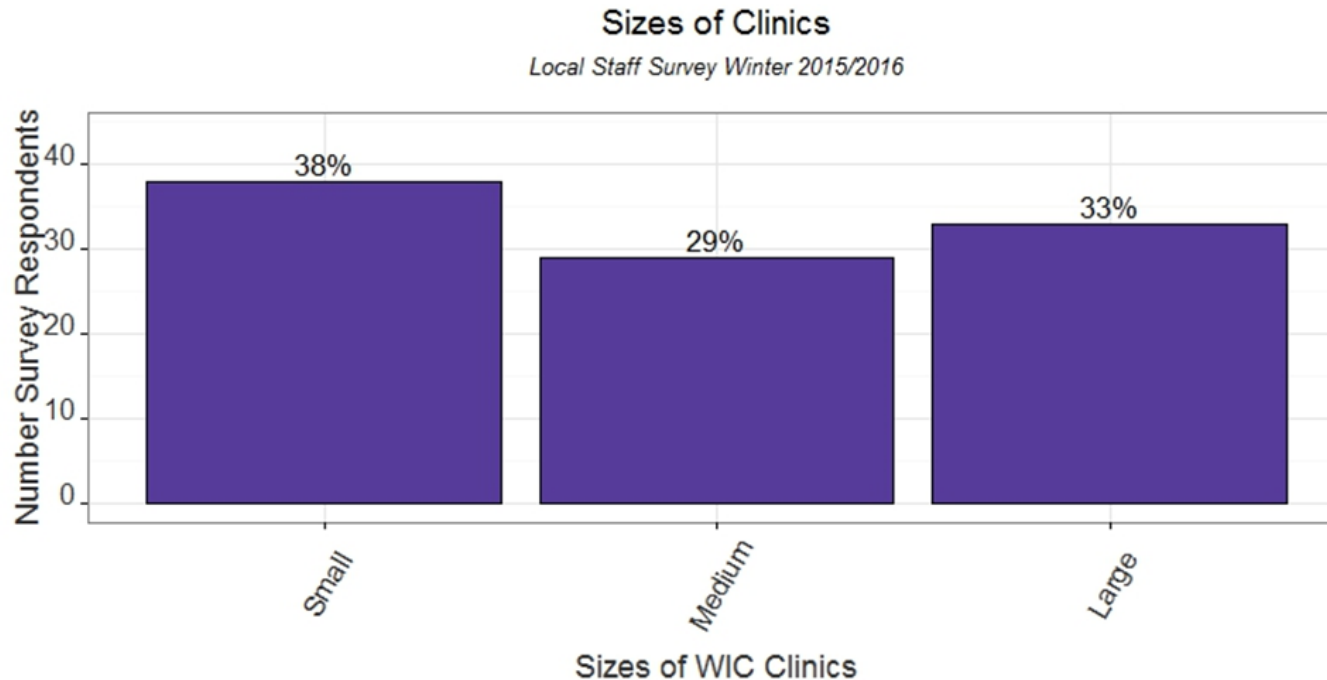
Who Responded?

Respondents were asked their role in WIC



Who Responded Continued

Respondents were asked the size of their clinic



Response Trends

Respondents were asked how they view State WIC Office's ability to address local staff's needs, questions, concerns.

- 73% agree or strongly agree they are provided **clarification/explanation** of policy questions.
- 85% agree or strongly agree State WIC responds to requests/concerns in **timely manner**.
- 81% indicated they are **comfortable communicating** requests/concerns to State WIC



Response Trends Continued

Respondents were asked how effectively the State WIC updates Local staff on policy changes.

- 97% found the **weekly newsletter** to be effective.
- 69% agreed the **website** is effective, while 9% strongly disagreed

Most respondents report a good or excellent working relationship with State staff.

- 84% from large clinics
- 90% from medium clinics
- 89% from small clinics

Response Trends Continued

We learned a lot about our customer service from the comments:

Consistent positive statements about WIC Help Desk

- “Patient”
- “Kind”
- “Helpful”
- “Friendly”



Response Trends Continued

We learned a lot about our customer service from the comments:

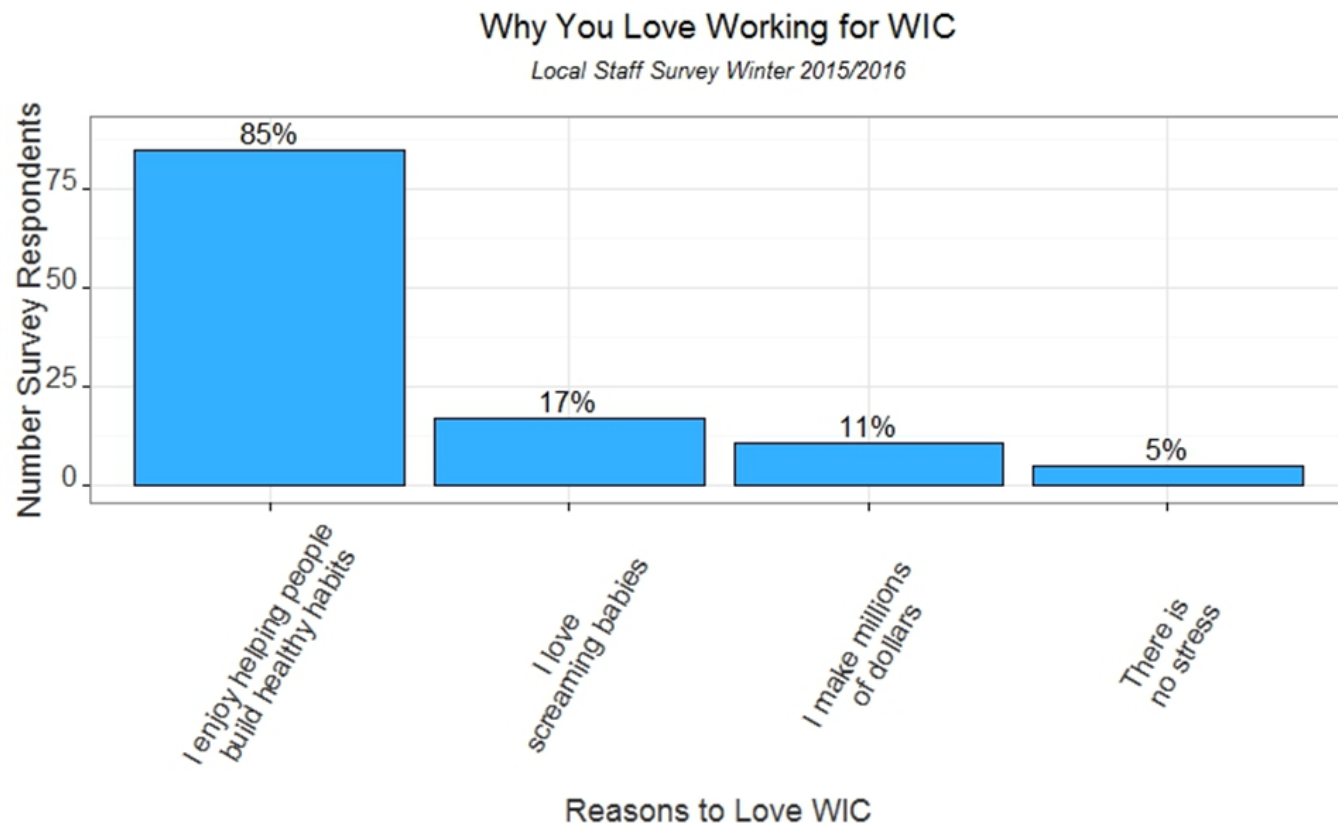
Consistent negative comments about State Staff's communications

- Inconsistent policy guidance
- Condescending tone
- Lack of appreciation and respect for in-clinic challenges



Response Trends Continued

Most respondents like working with WIC participants 😊



Follow-up Activities

Survey illuminated many themes of feedback from local WIC staff. State WIC organized themes by what we can and cannot control and what actions we can take.

- Customer service training (improve consistency, clarity, tone, attitude of communications)
- Simplify/clarify State Plan policies
- Develop training resource for monitoring process
- Request more feedback from locals
- Respect that locals are on the front lines of WIC
- Use quizzes to improve understanding of SPIRIT



Income Workaround



Income Eligibility “Work Around”

- Due to our Federal Management Evaluation, we have to manually validate income with **one frequency**.
- SPIRIT is set to “annualize” all income, and we are unable to change SPIRIT.
- The “workaround” is to compare income with one frequency to the Income Eligibility Guidelines (IEG), instead of using SPIRIT
- However, if income is on **multiple frequencies**, then you can allow SPIRIT to annualize.

Income Eligibility “Work Around”

- Going forward, this will be checked at biennial monitoring visits
- Please have your Income Eligibility Guidelines (IEG) at your desk for appointments
- If you need to print one, they are located under clinic admin resources on the state’s website

Income Eligibility “Work Around”

WIC INCOME ELIGIBILITY GUIDELINES

July 1, 2015 - June 30, 2016

185% Poverty

Household Size	Annual	Monthly	2 x Monthly	Bi-weekly	Weekly
1	\$21,775	\$1,815	\$908	\$838	\$419
2	\$29,471	\$2,456	\$1,228	\$1,134	\$567
3	\$37,167	\$3,098	\$1,549	\$1,430	\$715
4	\$44,863	\$3,739	\$1,870	\$1,726	\$863
5	\$52,559	\$4,380	\$2,190	\$2,022	\$1,011
6	\$60,255	\$5,022	\$2,511	\$2,318	\$1,159
7	\$67,951	\$5,663	\$2,832	\$2,614	\$1,307
8	\$75,647	\$6,304	\$3,152	\$2,910	\$1,455
Each Additional Member Add	+\$7,696	+\$642	+\$321	+\$296	+\$148

Please have a copy of current IEG at your desk

Income Eligibility “Work Around”

- What does “Frequency” mean?

3- [icon] 10/24/2012; \$21,600/year; HH Size: 4
3- [icon] 03/29/2012; \$21,600/year; HH Size: 4
3- [icon] 05/06/2011; \$24,000/year; HH Size: 5; HH Adjunctive Eligibility: Medicaid [System Verification]
3- [icon] 01/14/2011; \$24,000/year; HH Size: 5; HH Adjunctive Eligibility: SNAP [System Verification]
3- [icon] 10/04/2010; \$26,400/year; HH Size: 5; HH Adjunctive Eligibility: Medicaid [System Verification]
3- [icon] 07/01/2010; \$26,400/year; HH Size: 5; HH Adjunctive Eligibility: Medicaid [System Verification]
3- [icon] 04/05/2010; \$26,400/year; HH Size: 5
3- [icon] 01/08/2010; \$26,400/year; HH Size: 5
3- [icon] 10/23/2009; \$29,100/year; HH Size: 5
3- [icon] 06/29/2009; \$28,800/year; HH Size: 5
3- [icon] 04/06/2009; \$18,000/year; HH Size: 5
3- [icon] 09/08/2008; \$18,000/year; HH Size: 5
3- [icon] 07/10/2008; \$21,600/year; HH Size: 5
3- [icon] 03/10/2008; \$15,600/year; HH Size: 4
3- [icon] 08/06/2007; \$24,000/year; HH Size: 4
3- [icon] 10/13/2006; \$8,400/year; HH Size: 7
3- [icon] 09/14/2006; \$8,400/year; HH Size: 7
3- [icon] 06/16/2006; \$10,800/year; HH Size: 2

Add Income Screening Contact [icon]

Add Income Line Item

Payment Frequency

☐ Hourly Amount per Hour \$. Hours per Week []
Number of Weeks 52

☐ Weekly Number of Weeks 52 Amount per Week \$.

☒ Monthly Number of Months 12 Amount per Month \$.

☐ Bi-weekly Number of Periods [] Amount per Period \$.

☐ Semi-monthly

☐ Yearly Amount per Year \$.

Proof of Income [] Total Amount per Year \$0.00

OK Cancel

Income Eligibility “Work Around”

If weekly income is the same

☐ Pending Proof of Income

Income Information

Frequency	Description	Amount per Year
Weekly	\$300.00/week for 52 week(s)	\$15,600.00

Add Item Edit Item Delete Item

Household Size Total Amount per Year \$15,600.00

OK Cancel

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Income Eligibility “Work Around”

If weekly income is different

Picture A: **Do** Average the weeks

☐ Pending Proof of Income

Income Information

Frequency	Description	Amount per Year
Weekly	\$223.00/week for 52 week(s)	\$11,596.00

Add Item Edit Item Delete Item

Household Size Total Amount per Year \$11,596.00

OK Cancel

Picture B: Don't enter “weekly” as “monthly”

☐ Pending Proof of Income

Income Information

Frequency	Description	Amount per Year
Monthly	\$890.00/month for 12 month	\$10,680.00

Add Item Edit Item Delete Item

Household Size Total Amount per Year \$10,680.00

OK Cancel

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Income Eligibility “Work Around”

Multiple frequency income

☐ Pending Proof of Income

Income Information

Frequency	Description	Amount per Year
Weekly	\$300.00/week for 52 week(s)	\$15,600.00
Bi-weekly	\$200.00/period for 26 period	\$5,200.00

Household Size Total Amount per Year \$20,800.00

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Voter Registration



Voter Registration

- Montana WIC is not in compliance with *The National Voter Registration Act*
- **Voter registration must be offered at all certs, re-certs and address changes**
- Every applicant is required to see, in writing, a “disclaimer” about their voting rights. They must sign it for their understanding, and indicate if they want to register to vote or not.

Voter Registration

- The new “disclaimer” will be posted on the website after this conference call.
 - Please print (or laminate) and scan into participant charts
 - Comment is “Voter Registration or VR”
- We will be checking this on our biennial monitoring visits
- Will be a finding starting October 1, 2016
- If you need voter registration forms, please contact your local voter registration office

Voter Registration

Voter Registration

The National Voter Registration Act requires all participants to complete a voter registration disclaimer.

Instructions: Please read and fill out this form. If you do not understand part of it, please ask for assistance.

Would you like to register to vote? Please circle (yes) (no) (already registered).

1. Applying to register or declining to register to vote will not affect the amount of assistance that will be provided by this agency.
2. **If you do not check either, it will be considered that you have decided not to register to vote at this time.**
3. If you would like help in filling out the voter registration application form, staff will help you. The decision whether to seek or accept help is yours. You may fill out the registration form in private.
4. If you believe that someone interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party, or other political preference, you may file a complaint with the county clerk and recorder.

I have read and understand my voter's registration rights for participation in the Montana WIC Program:

Signature of Participant/Authorized Representative

Date

Thank you for taking the time to read/fill out this disclaimer. If you have any questions, please don't hesitate to ask your local WIC staff, or call the state office at 1-800-433-4298.

This institution is an equal opportunity provider.

SPIRIT Issues/Updates/Reminders

- 2 Way links (mom and baby)- cert mom first
- Changes in BF amounts & issuance
 - Avoid over issuance; maintain data integrity
- Data integrity- accurate information
- Mid-cert assessment timing/button
 - Baby leads; 1 year old gliche; button not available work around
- Issuance timing with month to month
 - Issue 3 or 4 months?
- Recertifying a “1 year old”³⁴

QUESTIONS?

